



Michael Page

www.michaelpage.co.jp

Client Service Advisor for Global Fashion House

Client Service Advisor - Luxury Retail

Job Information

Recruiter

Michael Page

Job ID

1484529

Industry

Retail

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

4 million yen ~ 6 million yen

Refreshed

July 10th, 2024 00:00

General Requirements

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Fluent

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

As the Client Service Center Advisor, you will be an ambassador of the Brand and be responsible for answering all incoming contacts from customers via phone, email, and ensure that you develop a loyal client base.

Client Details

Our client is one of the most iconic luxury brands in the world.

Description

As the Client Service Center Advisor, you will be an ambassador of the Brand and be responsible for answering all incoming contacts from customers via phone, email, and ensure that you develop a loyal client base. The main responsibilities involve:

- Ensure customers are provided with an accurate, professional and timely responses
- Handing calls and emails from clients (regarding online shopping orders, change requests, Repair requests, etc.)
- Resolve customer complaints (digital and retail, after-sales service complaints, return processing, etc.) with the aim of customer satisfaction and conversion
- Advise and propose a personalized service based on your expertise on the collections and categories of products of

the brand

*Note: 10:00 - 20:00 shift work, includes weekends and national holidays

Job Offer

- Career progression opportunities to Senior positions
- Possibility of internal transfers
- Great company provided-benefits

To apply online please click the 'Apply' button below. For a confidential discussion about this role please contact Davide Capretta at +81 3 6832 8675.

Required Skills

The Team is looking for Customer Support oriented candidates with a strong passion for the industry. The be able to succeed, candidates will present the following qualifications:

- Solid experience in customer service
 - Team development experience would be a plus
 - Professional and friendly approach to customer service, passionate about creating a loyal client base
 - Experienced and comfortable with all basic computer skills and applications (microsoft office, etc.)
 - Native level of Japanese language with professional level of Keigo
 - Business level of English
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Company Description

The company is one of the most iconic luxury brands in the world.